

ALE License Data Solution, OS6900/6860/10K License Transfer Self Service User Manual

How to Transfer License from Faulty Switch to New Spare Switch



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1 Introduction

This instruction manual explains to the user regarding the procedure to transfer license from old/faulty OS6900/6860/10K switch to new spare switch serial.

2 Steps for License Transfer

Transfer of license for OS6900/6860/10K products is a single step process. Here customer needs to provide switch details like Customer ID, Order number, Source serial number of the switch from where license(s) is/are to be transferred, Destination Switch Serial Number, to which new license should be generated and the License Type of the Source Serial Number. These steps are explained below.

2.1 Single License Transfer from Source to Recipient Switch without providing Customer Email:

In this process, only one selected license from the Source or Old switch to the Recipient switch will be transferred.

To transfer license, follow these steps:

1. Navigate to Licensing portal: <https://lds.al-enterprise.com/>
2. Click the hyperlinked [OmniSwitch 6900/10K/6860](#) The following page appears:

Alcatel-Lucent Enterprise

LICENSE TRANSFER - OS6860/OS6900/OS10K

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

Customer Id:* 185078

Order Number:* 3263944

Source Serial Number:* M2435135

Destination Serial Number:* M2435647

Destination MAC Address: ac:ad:f7:32:b8:d3

Customer Name:

Customer Email:

License Type:* AR

Purpose/Remarks:* Test Transfer

Home Clear Transfer License

[License Transfer User Manual for OS6900/10K/OS6860](#)

Desktop compatibility with v63+ v11+ [Terms & Conditions](#)

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Figure 1: License Transfer – OS6860/OS6900/10K Page

3. In this page from 'License Type' dropdown list, users need to select any one of the license types (AR, DC, UPG, All_License) provided in the list to initiate single license transfer process.

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- Customer Id, Order Number, Source Serial Number, Recipient Serial Number and Remarks are the other mandatory fields to be filled.
- Customer Name, Customer Email and Recipient MAC Address are the optional fields.
- After providing required information, Users need to click on '**Transfer License**' button as indicated to complete the license transfer process.
- If every input by the user is correct, then user will be re-directed to the next page after clicking the '**Transfer License**' button.



LICENSE TRANSFER - OS6860/OS6900/OS10K

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

License transfer successfully completed.

Here are the key(s): OS6900-SW-AR, %MJJ-vSsp-&I6w-cR[E-]#H-5U#g-paXV-%41X

Customer Id:*	<input type="text" value="185078"/>		
Order Number:*	<input type="text" value="3263944"/>		
Source Serial Number:*	<input type="text" value="M2435135"/>		
Destination Serial Number:*	<input type="text" value="M2435647"/>	Destination MAC Address:	<input type="text" value="ac:ad:f7:32:b8:d3"/>
Customer Name:	<input type="text"/>	Customer Email:	<input type="text"/>
License Type:*	AR ▾		
Purpose/Remarks:*	<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> Test Transfer </div>		

Home
Clear
Transfer License
Download License

[License Transfer User Manual for OS6900/10K/OS6860](#)

Do you want to open or save M2435647_AR.txt (53 bytes) from qa-support.al-enterprise.com?

Open
Save ▾
Cancel
×

Figure 2: License Transfer – OS6860/OS6900/10K Page

- On the top of the page as in **Figure 2**, user will be able to see the new license generated on the Recipient Serial Number as indicated.
- To download the new license, user needs to click on '**Download License**' button as indicated.
- User needs to click on '**Save**' button to save or register the license as shown.

2.2 All License Transfer From Source to Recipient Switch without providing Customer Email:

In this process of license transfer, all types of license generated on the Source Serial number will be transferred to the Recipient switch on a single click.

To transfer license, follow these steps:

- Navigate to Licensing portal: <https://lds.al-enterprise.com/>
- Click the hyperlinked [OmniSwitch 6900/10K/6860](#) The following page appears:

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LICENSE TRANSFER - OS6860/OS6900/OS10K

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

CustomerId:*	<input type="text" value="185078"/>		
OrderNumber:*	<input type="text" value="3263944"/>		
Source Serial Number:*	<input type="text" value="N6348888"/>		
Destination Serial Number:*	<input type="text" value="N6357589"/>	Destination MAC Address:	<input type="text" value="aa:3ef2:bc:af:13"/>
Customer Name:	<input type="text"/>	Customer Email:	<input type="text"/>
License Type:*	<input type="text" value="All_License"/>		
Purpose/Remarks:*	<input type="text" value="Test All License Transfer"/>		

[License Transfer User Manual for OS6900/10K/OS6860](#)

Desktop compatibility with  v63+,  v11+ [Term & Conditions](#)

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Figure 3: License Transfer – OS6860/OS6900/10K Page

3. In this type of license transfer, user needs to select '**All_License**' option from the License Type dropdown list which is the only difference from the Single License Transfer process.
4. User then needs to click on the '**Transfer License**' button to initiate this license transfer process. If every input is correct, following page will appear.

Alcatel-Lucent Enterprise

LICENSE TRANSFER - OS6860/OS6900/OS10K

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

License transfer successfully completed.
Here are the key(s): OS6900-SW-DC, LMXJ-v0vC-[qZE-ARdK-2vyF-|wlg-Yv&0-V41X OS6900-SW-AR, 9MXJ-vSvp-[qjE-cR[K-ZvyH-|wRg-Yv&V-441X

CustomerId:* 185078
OrderNumber:* 3263944
Source Serial Number:* N6348888
Destination Serial Number:* N6357589
Destination MAC Address: aa3ef2bcdf13
Customer Name:
Customer Email:
License Type:* All License
Test All License Transfer
Purpose/Remarks:*
Home Clear Transfer License Download License
License Transfer User Manual for OS6900/10K/OS6860

Do you want to open or save N6357589_ALL.txt (110 bytes) from qa-support-al-enterprise.com? Open Save Cancel X

Figure 4 : License Transfer - OS6860/OS6900/10K Page

- As mentioned, a single switch can have maximum of 3 licenses and all the licenses that are present for the source serial number (in this case AR & DC license) have been transferred to the Recipient serial number as indicated on top in the screen shot.
- User needs to click on the **'Download License'** button to download the newly generated license key.
- Then the user has to click on **'Save'** button to save or register the license.

2.3 Single License Transfer from Source to Recipient Switch with Customer Email Address provided:

In this process, only one selected license from the Source or Old switch to the Recipient switch will be transferred.

To transfer license, follow these steps:

- Navigate to Licensing portal: <https://lds.al-enterprise.com/>
- Click the hyperlinked [OmniSwitch 6900/10K/6860](#) The following page appears:

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**LICENSE TRANSFER - OS6860/OS6900/OS10K**

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

Customer Id:*	<input type="text" value="185078"/>		
Order Number:*	<input type="text" value="3263944"/>		
Source Serial Number:*	<input type="text" value="G6347589"/>		
Destination Serial Number:*	<input type="text" value="A5375889"/>	Destination MAC Address:	<input type="text" value="aa:f3:2f:ac:da:ef"/>
Customer Name:	<input type="text" value="Test"/>	Customer Email:	<input type="text" value="test@xyz.com"/>
License Type:*	<input type="text" value="AR"/>		
Purpose/Remarks:*	<input type="text" value="Test Transfer"/>		
<div><input type="button" value="Home"/> <input type="button" value="Clear"/> <input type="button" value="Transfer License"/></div>			

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Desktop compatibility with  v63+,  v11+ [Terms & Conditions](#)
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Figure 5 : License Transfer - OS6860/OS6900/OS10K Page

3. In this page from '**License Type**' dropdown list, user needs to select any one of the license types (AR, DC, UPG) provided in the list to initiate single license transfer process.
4. The user has to make sure to fill the mandatory fields such as Customer Id, Order Number, Source Serial Number, Recipient Serial Number and Remarks.
5. Customer Name, Customer Email and Recipient MAC Address are the optional fields.
6. Once user enters all the details and clicks on '**Transfer License**', then user will be re-directed to the page where 4-digit unique code needs to be provided.
7. User will receive the **4-digit unique code** to the email provided at the time of transfer.

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LICENSE TRANSFER - OS6860/OS6900/OS10K

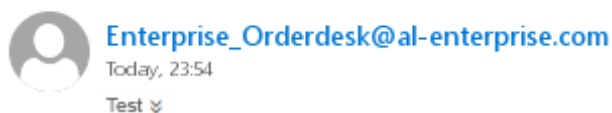
4-Digit Code
is sent to your Email:* @

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Figure 6 : License Transfer - OS6860/OS6900/OS10K Page

Welcome Letter for Order 3263944



"External email. Open with Caution"

Dear Customer,

Your 4 digit-code is: 4523.

Please, input this number to Transferring license tool, in order to finish the process.

Thanks and Regards,
ALE License Support Group,
Alcatel-Lucent Enterprise

This is a system generated email. Please DO NOT REPLY TO THIS MAIL.

Figure 7 : License Transfer - OS6860/OS6900/10K Page

- Figure 7** contains the screenshot of the sample mail received with the unique code.
- Also, the user can click on **'Re-send the code'** button in case the user didn't receive the email of the unique code and user will be informed with the message as **'Unique code was sent to the mail Id provided'** as shown in the following screenshot.

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LICENSE TRANSFER - OS6860/OS6900/OS10K

Unique Code was sent to the mail Id provided

4-Digit Code

is sent to your Email:*

Resend the code

Submit

Desktop compatibility with  v63+,  v11+ [Terms & Conditions](#)
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Figure 8 : License Transfer - OS6860/OS6900/OS10K Page

10. User needs to enter the 4-digit unique code and click on '**Submit**' to proceed further with the license transfer process as shown in the following screenshot:



LICENSE TRANSFER - OS6860/OS6900/OS10K

4-Digit Code

is sent to your Email:*

Resend the code

Submit

Desktop compatibility with  v63+,  v11+ [Terms & Conditions](#)
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Figure 9 : License Transfer - OS6860/OS6900/10K Page

Note: The unique code that will be received over the mail-id will be valid for only 10 minutes and will expire if user doesn't enter the unique code within the mentioned time.

11. User will be re-directed to the T & C page, where the user needs to check the '**Accept all Terms and Conditions**' and click on '**Submit**' as in the following screenshot

December 13, 2023



Terms & Conditions

- Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus sit amet orci eu turpis commodo sagittis eu vel orci. Curabitur bibendum ante congue vehicula accumsan. Praesent consequat nec nibh vel bibendum. Mauris fringilla lorem vel porttitor placerat. Curabitur lacinia mollis tristique. Morbi feugiat efficitur justo, vel faucibus justo bibendum quis. Etiam semper at purus non fringilla. Proin ut mauris bibendum sapien porta porta. Nullam egestas pellentesque erat eu tincidunt. Praesent auctor posuere placerat. Pellentesque risus metus, eleifend at gravida at, dapibus ut felis. Nam id mauris ut dolor posuere faucibus. Morbi aliquet orci nec nisl commodo egestas ac id orci. Donec pellentesque nunc ac orci sagittis porttitor.
- Cras nec turpis ipsum. Praesent ac ligula aliquet, ultricies augue at, tempor enim. Integer lobortis lacus id diam suscipit accumsan. Sed gravida vel nulla ac euismod. Curabitur vulputate, tellus non dictum pretium, lectus turpis venenatis sem, eget fringilla mi tortor at quam. Praesent mollis lacus non erat fringilla, id mattis dolor fringilla. Nullam in massa in tortor vestibulum convallis. Phasellus sed libero a lacus dapibus elementum. Cras fermentum mattis sagittis. Morbi placerat ultrices lacus, at egestas nibh consequat vitae. In viverra, magna sed mollis commodo, nisl magna ultricies metus, et porttitor eros ex eu erat. Morbi sollicitudin maximus placerat. Interdum et malesuada fames ac ante ipsum primis in faucibus. Nulla pellentesque eget ipsum non congue. Aliquam convallis auctor maximus. Integer at elit nulla.
- In venenatis felis non nulla cursus tincidunt ac quis nisl. Nullam egestas ac nunc ut luctus. Suspendisse scelerisque velit a ligula dapibus fringilla. Donec fringilla imperdiet dui, non pharetra lorem accumsan eget. In est risus, pretium eget semper et, suscipit et ex. Etiam non aliquet diam. Fusce rhoncus eros id elit mattis, vitae blandit risus pulvinar. Proin vel dictum odio, at feugiat ligula. In porttitor dui ut justo interdum scelerisque. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Sed purus dui.
- Cras vel lectus arcu. Integer convallis sapien et dictum sodales. Phasellus dapibus a ipsum sit amet mollis. Duis at tellus ac turpis tempor facilisis. Sed eu sapien nec lorem luctus fermentum. Nam posuere elit neque. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; In egestas arcu odio, ac vulputate dolor tincidunt ac. Maecenas cursus, felis at euismod rhoncus, sem urna hendrerit ante, efficitur vehicula dui augue ornare ante. Cras quis libero id tellus mollis blandit. Integer eu risus ipsum. Donec feugiat orci ac porta interdum

☒ Accept all Terms and Conditions

12. If every input by the user is correct, then the user will be re-directed to the next page after clicking on the 'Accept' button as shown in the following screenshot.



LICENSE TRANSFER - OS6860/OS6900/OS10K

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

License transfer successfully completed.
 New license key(s) sent to your email

Customer Id:*	<input type="text" value="185078"/>		
Order Number:*	<input type="text" value="3263944"/>		
Source Serial Number:*	<input type="text" value="G6347589"/>		
Destination Serial Number:*	<input type="text" value="A6375889"/>	Destination MAC Address:	<input type="text" value="aa:f3:2f:ac:da:ef"/>
Customer Name:	<input type="text" value="Test"/>	Customer Email:	<input type="text" value="test@xyz.com"/>
License Type:*	<input type="text" value="AR"/>		
Purpose/Remarks:*	<input type="text" value="Test Transfer"/>		

[License Transfer User Manual for OS6900/10K/OS6860](#)

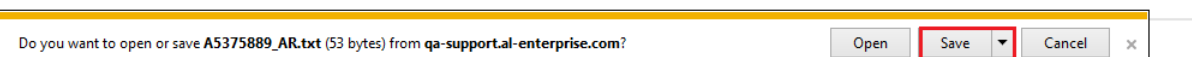


Figure 10: License Transfer-OS6860/OS6900/OS10K Page

13. The license which is present for the source serial number has been transferred to the destination serial number as indicated in the screenshot of **Figure 10**.
14. User needs to click on the 'Download License' button to download the newly generated license key.

15. Then the user has to click on '**Save**' button to save or register the license.

Note:

Once the license is generated, the license will be sent to the mail-id provided at the time of transfer and user will be able to find the '**Download License**' option to download the generated license.

2.4 All License Transfer From Source to Recipient Switch with Customer Email Provided:

In this process of license transfer, all types of license generated on the Source Serial number will be transferred to the Recipient switch on a single click.

To transfer license, follow these steps:

1. Navigate to Licensing portal: <https://lds.al-enterprise.com/>
2. Click the hyperlinked [OmniSwitch 6900/10K/6860](#) The following page appears:



LICENSE TRANSFER - OS6860/OS6900/OS10K

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

CustomerId:*	<input type="text" value="185078"/>	
OrderNumber:*	<input type="text" value="3263944"/>	
Source Serial Number:*	<input type="text" value="N6437488"/>	
Destination Serial Number:*	<input type="text" value="N6448848"/>	Destination MAC Address: <input type="text" value="aaab:ac:ad:ae:af"/>
Customer Name:	<input type="text" value="Test"/>	Customer Email: <input type="text" value="test@tcs.com"/>
License Type:*	<input type="button" value="All_License"/>	
Purpose/Remarks:*	<input type="text" value="Test Transfer"/>	


[License Transfer User Manual for OS6900/10K/OS6860](#)

Figure 11: License Transfer – OS6860/OS6900/OS10K Page

3. In this type of license transfer, need to select '**All_License**' option from the License Type dropdown list which is the only difference from the Single License Transfer process.
4. The user has to fill the mandatory fields such as Customer Id, Order Number, Source Serial Number, Recipient Serial Number and Remarks.
5. Customer Name, Customer Email and Recipient MAC Address are the optional fields.

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6. Once user enters all the details and clicks on '**Transfer License**', then user will be re-directed to the page where 4-digit unique code needs to be provided.
7. User will receive the 4-digit unique code to the email provided at the time of transfer.



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LICENSE TRANSFER - OS6860/OS6900/OS10K

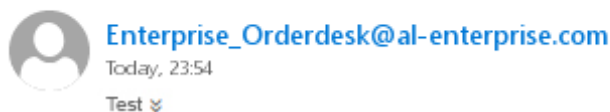
4-Digit Code
is sent to your Email:* 

Desktop compatibility with  v63+  v11+ [Terms & Conditions](#)

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Figure 12 : License Transfer - OS6860/OS6900/OS10K Unique Code Page

Welcome Letter for Order 3263944



"External email. Open with Caution"

Dear Customer,

Your 4 digit-code is: 4523.

Please, input this number to Transferring license tool, in order to finish the process.

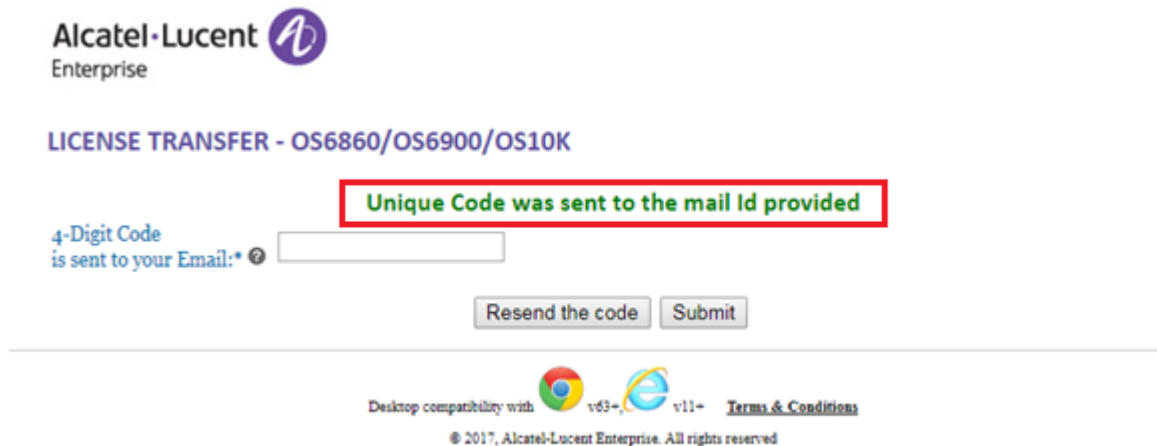
Thanks and Regards,
ALE License Support Group,
Alcatel-Lucent Enterprise

This is a system generated email. Please DO NOT REPLY TO THIS MAIL.

Figure 13 : Sample Unique Code Email

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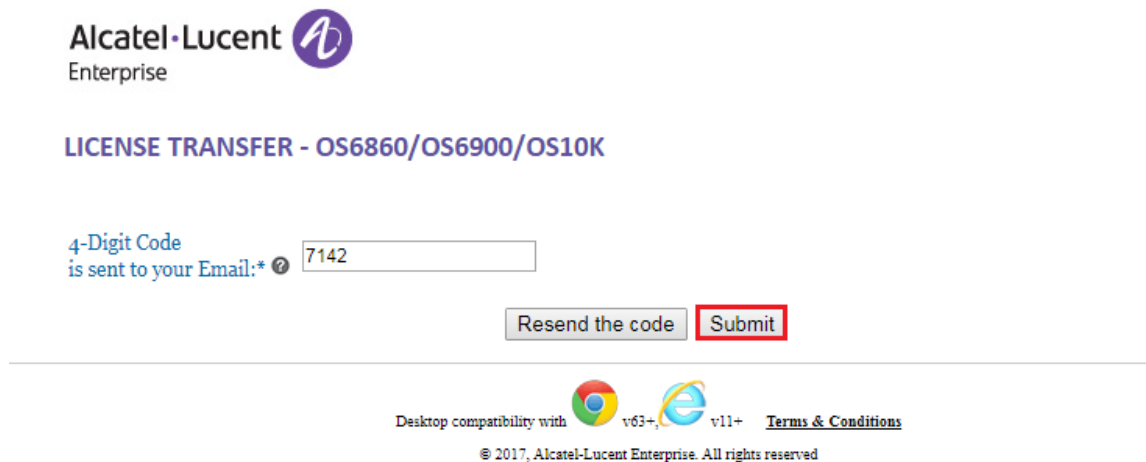
8. Above is the screenshot of the sample mail received with the unique code.
9. Also, the user can click on the '**Re-send the code**' button incase the user didn't receive the email of the unique code and user will be informed with the message as '**Unique code was sent to the mail Id provided**' as shown in the following screenshot.



The screenshot shows the Alcatel-Lucent Enterprise logo at the top left. Below it, the text 'LICENSE TRANSFER - OS6860/OS6900/OS10K' is displayed. A green message box with a red border states 'Unique Code was sent to the mail Id provided'. Below this, there is a label '4-Digit Code is sent to your Email:*' followed by an empty input field. Two buttons, 'Resend the code' and 'Submit', are located below the input field. At the bottom, there is a footer with desktop compatibility information (v63+, v11+), a link to 'Terms & Conditions', and a copyright notice for 2017.

Figure 14 : License Transfer - OS6860/OS6900/OS10K Unique Code Page

10. User needs to enter the 4-digit unique code and click on '**Submit**' to proceed further with the license transfer process as in the following screenshot:



The screenshot shows the Alcatel-Lucent Enterprise logo at the top left. Below it, the text 'LICENSE TRANSFER - OS6860/OS6900/OS10K' is displayed. The label '4-Digit Code is sent to your Email:*' is followed by an input field containing the code '7142'. Two buttons, 'Resend the code' and 'Submit', are located below the input field. The 'Submit' button is highlighted with a red border. At the bottom, there is a footer with desktop compatibility information (v63+, v11+), a link to 'Terms & Conditions', and a copyright notice for 2017.

Figure 15 : License Transfer - OS6860/OS6900/OS10K Unique Code Page

Note: The unique code that will be received over the mail-id will be valid for only 10 minutes and will expire if user doesn't enter the unique code with in the mentioned time.

11. User will be re-directed to the T & C page, where the user needs to check the '**Accept all Terms and Conditions**' and click on '**Submit**' as shown in the following screenshot.

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Terms & Conditions

- Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus sit amet orci eu turpis commodo sagittis eu vel orci. Curabitur bibendum ante congue vehicula accumsan. Praesent consequat nec nibh vel bibendum. Mauris fringilla lorem vel porttitor placerat. Curabitur lacinia mollis tristique. Morbi feugiat efficitur justo, vel faucibus justo bibendum quis. Etiam semper at purus non fringilla. Proin ut mauris bibendum sapien porta porta. Nullam egestas pellentesque erat eu tincidunt. Praesent auctor posuere placerat. Pellentesque risus metus, eleifend at gravida at, dapibus ut felis. Nam id mauris ut dolor posuere faucibus. Morbi aliquet orci nec nisi commodo egestas ac id orci. Donec pellentesque nunc ac orci sagittis porttitor.
- Cras nec turpis ipsum. Praesent ac ligula aliquet, ultricies augue at, tempor enim. Integer lobortis lacus id diam suscipit accumsan. Sed gravida vel nulla ac euismod. Curabitur vulputate, tellus non dictum pretium, lectus turpis venenatis sem, eget fringilla mi tortor at quam. Praesent mollis lacus non erat fringilla, id mattis dolor fringilla. Nullam in massa in tortor vestibulum convallis. Phasellus sed libero a lacus dapibus elementum. Cras fermentum mattis sagittis. Morbi placerat ultrices lacus, at egestas nibh consequat vitae. In viverra, magna sed mollis commodo, nisi magna ultricies metus, et porttitor eros ex eu erat. Morbi sollicitudin maximus placerat. Interdum et malesuada fames ac ante ipsum primis in faucibus. Nulla pellentesque eget ipsum non congue. Aliquam convallis auctor maximus. Integer at elit nulla.
- In venenatis felis non nulla cursus tincidunt ac quis nisi. Nullam egestas ac nunc ut luctus. Suspendisse scelerisque velit a ligula dapibus fringilla. Donec fringilla imperdiet dui, non pharetra lorem accumsan eget. In est risus, pretium eget semper et, suscipit et ex. Etiam non aliquet diam. Fusce rhoncus eros id elit mattis, vitae blandit risus pulvinar. Proin vel dictum odio, at feugiat ligula. In porttitor dui ut justo interdum scelerisque. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Sed purus dui.
- Cras vel lectus arcu. Integer convallis sapien et dictum sodales. Phasellus dapibus a ipsum sit amet mollis. Duis at tellus ac turpis tempor facilisis. Sed eu sapien nec lorem luctus fermentum. Nam posuere elit neque. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; In egestas arcu odio, ac vulputate dolor tincidunt ac. Maecenas cursus, felis at euismod rhoncus, sem urna hendrerit ante, efficitur vehicula dui augue ornare ante. Cras quis libero id tellus mollis blandit. Integer eu risus ipsum. Donec feugiat orci ac porta interdum

☒ Accept all Terms and Conditions

Figure 16 : Terms & Conditions Page

12. If every input by user is correct, then the user will be re-directed to the next page after clicking on the 'Accept' button as in the following screenshot.

Alcatel-Lucent
Enterprise

LICENSE TRANSFER - OS6860/OS6900/OS10K

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

License transfer successfully completed.
New license key(s) sent to your email

Customer ID:*	<input type="text" value="185078"/>		
Order Number:*	<input type="text" value="3263944"/>		
Source Serial Number:*	<input type="text" value="N6437488"/>		
Destination Serial Number:*	<input type="text" value="N6448848"/>	Destination MAC Address:	<input type="text" value="aa:bb:cc:dd:ee:ff"/>
Customer Name:	<input type="text" value="Test"/>	Customer Email:	<input type="text" value="test@tcs.com"/>
License Type:*	<input type="button" value="All_License"/>		
Purpose/Remarks:*	<input type="text" value="Test Transfer"/>		

License Transfer User Manual for OS6450/6850

Do you want to open or save U1643759_aabbccdd32f7_ALL.txt (370 bytes) from qa-support.al-enterprise.com?

Figure 17: License Transfer – OS6860/OS6900/OS10K Page

13. A single switch can have a maximum of 3 licenses and all the licenses that are present for the Source serial number have been transferred to the Recipient serial number.

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14. User need to click on '**Download License**' button to download the newly generated license key.
15. Then the user has to click on '**Save**' button to save or register the license.

Note: Once the license is generated, the license will be sent to the mail-id provided at the time of transfer and also user will be able to find the '**Download License**' option to download the generated license.

Important Points:

- Users who provide the email-id during transfer process, have to enter the 4-digit unique code and accept T&C to complete the license transfer process.
- Once the user completes the above process, then from next time whenever user enters the same email-id for license transfer, the license key will be directly mailed to the user.

3 Few Error Message and Their Interpretation

User sometimes may encounter some unexpected error condition due to invalid data, wrong combination of data, data unavailability etc. Here are some common error conditions along with their meanings.

1. If license doesn't exist with customer entry:

If the user provides inputs for which no valid license exists, then the user will encounter below page.

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**LICENSE TRANSFER - OS6860/OS6900/OS10K**

Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

License transfer unsuccessful - No license exists on this combination

Customer Id:*	<input type="text" value="69226"/>	
Order Number:*	<input type="text" value="2689665"/>	
Source Serial Number:*	<input type="text" value="N2170004"/>	
Recipient Serial Number:*	<input type="text" value="U3481809"/>	Recipient MAC Address: <input type="text"/>
Customer Name:	<input type="text" value="ABCD"/>	Customer Email: <input type="text" value="abc@cde.com"/>
License Type:*	<input type="text" value="-"/>	
Purpose/Remarks:*	<div>License Transfer</div>	

Figure 18 : License Transfer - OS6860/OS6900/OS10K Page

The above-mentioned error message will be displayed in any of the scenarios mentioned below:

- Customer ID or Order Number is invalid.
- Customer ID and Order Number is valid but Source Serial Number may not be associated with the provided Customer ID and Order Number combination.
- Customer provides the correct combination of Customer ID, Order Number and Source Serial Number but License Type selected may not be associated with the provided combination.

User must ensure that, they provide the exact combination of Customer ID, Order Number, Source Serial Number and License type.

2. If Recipient Serial Number already have valid license key same as the license type selected to be transferred (For single license transfer process):

If user selects valid license type (DC, AR, UPG) that is supposed to be transferred to recipient serial number but recipient serial number already has a valid license generated with the same license type as chosen by user, then user will encounter below page with error message:

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Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

License transfer unsuccessful - License already exist for selected part type on new serial number
Here are the transfer failure case(s):OS10K-SW-DC

Customer Id:*	<input type="text" value="251209"/>	
Order Number:*	<input type="text" value="3117299"/>	
Source Serial Number:*	<input type="text" value="U5281226"/>	
Recipient Serial Number:*	<input type="text" value="U3481809"/>	Recipient MAC Address: <input type="text"/>
Customer Name:	<input type="text" value="ABCD"/>	Customer Email: <input type="text" value="abc@cde.com"/>
License Type:*	<input type="text" value="-"/>	
Purpose/Remarks:*	<div>License Tranfer</div>	

Figure 19 : License Transfer - OS6860/OS6900/OS10K Page

Above mentioned error message will be displayed if the Recipient Serial Number already has DC license.

3. If Recipient Serial Number already have valid license key same as the license type selected to be transferred (For single All license transfer process):

If the user selects 'All_License' transfer process and if Recipient Serial Number already exists with a valid license with all or some of the license types under 'All_License', then the below error message will be displayed.

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Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

License transfer successfully completed.
Here are the key(s): OS6900-SW-AR, oESJ-4S)p-[q6f-cR[h-[GqH-59&W-X8Eb-yJIX
Here are the transfer failure case(s):OS10K-SW-DC

Customer Id:*	<input type="text" value="69226"/>		
Order Number:*	<input type="text" value="2689665"/>		
Source Serial Number:*	<input type="text" value="U3481809"/>		
Recipient Serial Number:*	<input type="text" value="U5281226"/>	Recipient MAC Address:	<input type="text"/>
Customer Name:	<input type="text" value="ABCD"/>	Customer Email:	<input type="text" value="abc@cde.com"/>
License Type:*	<input type="text" value="All_License"/>		
Purpose/Remarks:*	<div>License Tranfer</div>		

Figure 20: License Transfer – OS6860/OS6900/10K Page

Recipient Serial Number already had DC license because of this, indicated error message is displayed.

4. If Recipient Serial Number is either wrong or doesn't have a MAC address present (For single license transfer process / For single All license transfer process):

If the user selects valid license type (DC, AR, UPG/All_license) that is supposed to be transferred to recipient serial number but recipient serial number is either wrong or does not have MAC address, then the following error message is encountered:

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Customer ID & Order Number are delivered with Welcome Letter emailed to you when you purchased the license.

License transfer unsuccessful - Mac address not found. Please provide.

Customer Id:*	<input type="text" value="69226"/>	
Order Number:*	<input type="text" value="2554684"/>	
Source Serial Number:*	<input type="text" value="M5260068"/>	
Destination Serial Number:*	<input type="text" value="A3406006"/>	Destination MAC Address: <input type="text"/>
Customer Name:	<input type="text" value="abc"/>	Customer Email: <input type="text" value="abc@gmail.com"/>
License Type:*	<input type="text" value="-"/>	
Purpose/Remarks:*	<input type="text" value="License Transfer"/>	

[Home](#) [Clear](#) [Transfer License](#)


Desktop compatibility with  v63+,  v11+ [Terms & Conditions](#)
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Figure 21: License Transfer – OS6860/OS6900/10K Page

Recipient Serial Number entered is either wrong or MAC address is not present for the Serial Number and the MAC address needs to be provided manually in such cases.

5. If Unique Code entered by the user is wrong (For single license transfer process / For single All license transfer process):

If the user provides the wrong unique code other than the one that has been received to the mail-id provided at the time of transfer (or) if the user clicks on resend the code button and accidentally enters the previous unique code that's been received, then the following error message is encountered.

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4-Digit Code
is sent to your Email:*

1234

INCORRECT OTP. Please enter correct OTP

Resend the code

Submit

Desktop compatibility with  v63+,  v11+ [Terms & Conditions](#)

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Figure 22 : License Transfer – OS6860/OS6900/OS10K

User must ensure that they enter the correct unique code that is sent to the mail id provided for the purpose of transfer.